Parachute for NIEHS Users

NIEHS Desktop Support

Based on Publication Number: CIT 210B
Modified for use by NIEHS

October, 2001

Parachute for Windows NT 4.0 -- Introduction

Welcome to Parachute for Windows NT. This manual will show you how to configure Windows NT Workstation 4.0 for Parachute remote access, and logon to the NIEHS network, through the NIH network from off-campus using a high-speed modem and a standard telephone line.

What Is Parachute?

Parachute is just a name used by NIH to describe, in one word, all of the various operating systems' names for the NIH dial-up or remote access networking components. Parachute is only relevant to analog communication (standard telephone line), and not to digital communication (DSL, cable, wireless, satellite, etc.).

Parachute only gives you a physical connection to the Internet, a network address inside the NIH network, and nothing else. Once you are connected (dialed and logged in) to Parachute, its job is done. It is up to some other piece of software to give you the services you require: a web browser like Internet Explorer, to browse Internet web sites, and an email program like Outlook to get your email. See: http://www.niehs.nih.gov/guide/remote/home.htm for more information on remote computing.

Many users have questions or problems that are not caused by Parachute but are about some other function they desire to do while dialed into Parachute. It is important to note this distinction as it may save you a lot of time and frustration. Near the end of this document, we will show you how to tell if you are logged into Parachute successfully.

What Do You Get From Parachute?

Before you dial into Parachute, you are probably wondering what you are going to be able to do with it. You are probably going to compare what you can do from the office versus what you can do over Parachute. Remember, Parachute only gives you a physical connection to the Internet and a NIH network address, but with that connection you can do a lot of different things. To put it simply, you can do almost everything your office computer can, only slower (provided you have the software installed on your Parachute computer). Here are some of them:

- Use a web browser like Internet Explorer to browse World Wide Web sites.
- Use a web browser to access Outlook Web Access at https://owa.nih.gov email.

Using Cisco VPN or Citrix nFuse you can also:

- Use a web browser to access intranet web pages and resources normally only accessible from inside the NIEHS network (on site).
- Map network drives to file sharing locations within the NIEHS network.
- Use Microsoft Outlook to access your email and calendars.

The clients and instructions for Cisco VPN and Citrix nFuse can be found at:

http://www.niehs.nih.gov/guide/remote/options.htm

Getting Technical Support

If you need help configuring your Parachute connection, contact your local Computer Support Person (CSP) http://www.niehs.nih.gov/guide/desktop/staff.htm.

These instructions have been modified for the NIEHS user. For additional help, you can visit the NIH Remote Access web site at: http://remoteaccess.nih.gov/ and click on the Parachute link.

What You Need – The Worksheet

- [1]A Parachute account: _____ & password: _____
- [2]Your Parachute computer's local Administrator password: _____
- [3]Your network username: _____ & password: _____
- [3]Your Network Domain: __NIH_____
- [4]A list of any network drives you will need remote access to.
  (drive letter, server name and shared folder name)

Examples:

Name	Letter	Server\Folder
User's data on file server	U:	\\data\jones99\
NIEHS Public share	M:	\\catoe\public
Branch specific file shares	P:	\\catoe\dert_GMB
	K:	\\catoe\project_OM
	R:	\\dert_ICfund
	O:	\\catoe\dert_public

Worksheet:

Name	Letter	Server\Folder

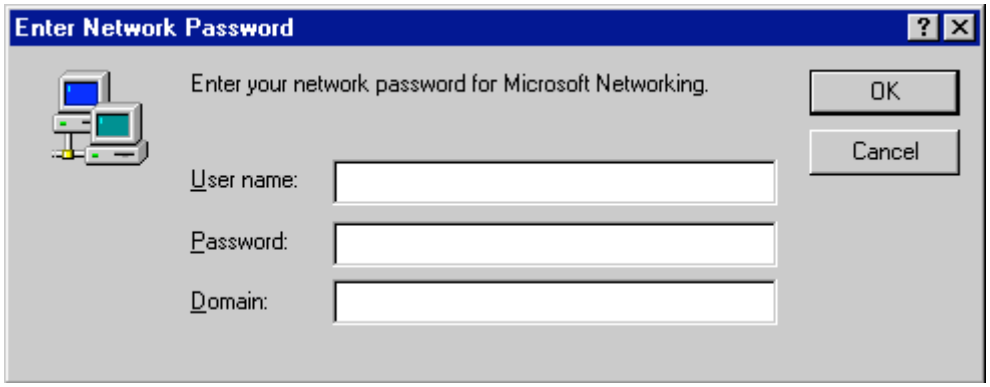
- [5]A high speed analog modem (V.90 preferred).

Notes:

1. Contact Patricia Harris (harrisp@niehs.nih.gov) to apply for a Parachute account. The NIH Center for Information Technology's Accounts Group or Patricia Harris will contact you with your user account and password.

2. If you are using a personally owned computer, you may need to know the local Administrator password of your computer. If you don't know this password, check your computer's documentation. Many home computers have no password set for the Administrator account. If this is the case, we highly recommend that you create one, for security reasons. If you will be using an NIEHS owned computer, you will need to ask your Computer Support Person (CSP) to set up Parachute access on the machine for you.

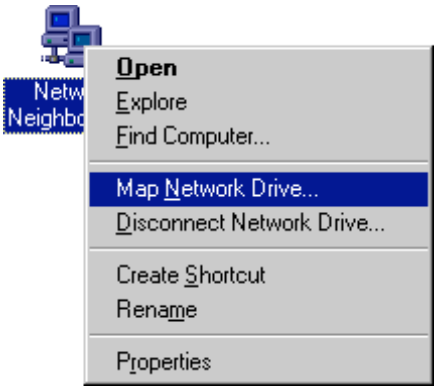
3. For those who also use a Windows computer at work, this is the username and password you use to login in at your office computer. The Domain is another field just below the Password field.



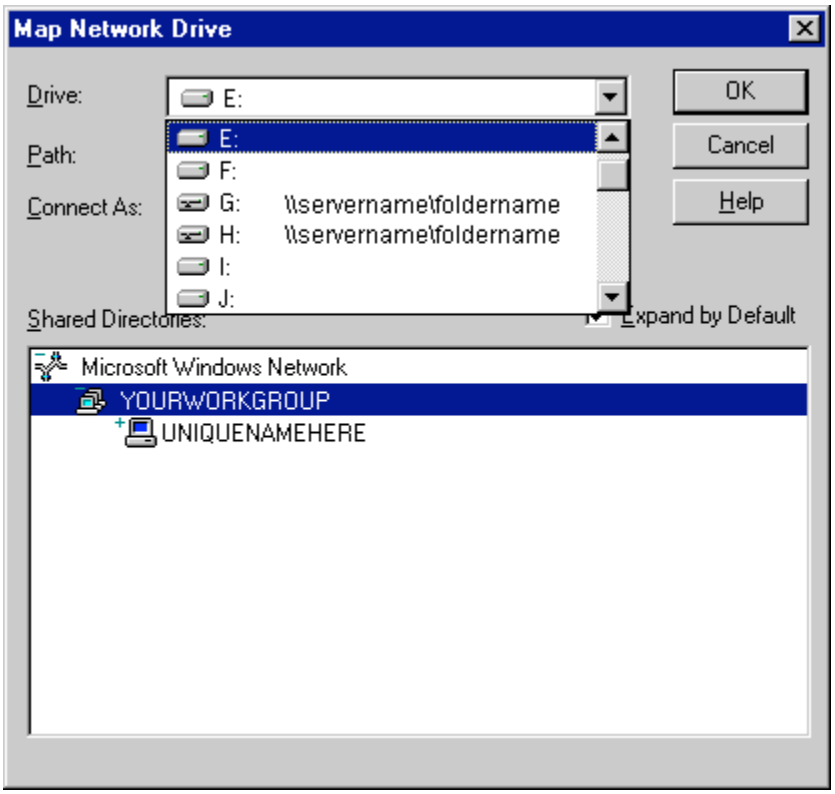
4. For users of other operating systems such as Macintosh or Unix, you may have to contact your Computer Support Person (CSP) and ask them for assistance.

5. If you will need to access resources on a NIEHS network share, you will need to record the details of your mapped network drives. To obtain a list of your mapped network drives, on your office computer. Non-Windows users may have to get this info from their Computer Support Person (CSP).

    a. Find the Network Neighborhood icon on the Desktop and right click on it and select Map Network Drive from the popup menu:



    b. From the Map Network Drive window below, click on the popup menu next to the heading labeled: "Drive:" and scroll down the list until you see the drive letters with \\server\folder entries next to them. Write this information on the worksheet for each drive letter to which you wish to connect.



6. The modem should have already been installed.

Getting Started

1. From the prompt in Figure 1 below, press the **CTRL**+**ALT**+**DEL** keys at the same time.

Figure 1. Microsoft Windows NT Begin Logon Prompt

2. From the Logon Information window in either Figure 2a or 2b below, logon to your computer with the local administrator account.

Figure 2a. Logon Information window for Workgroup based computers

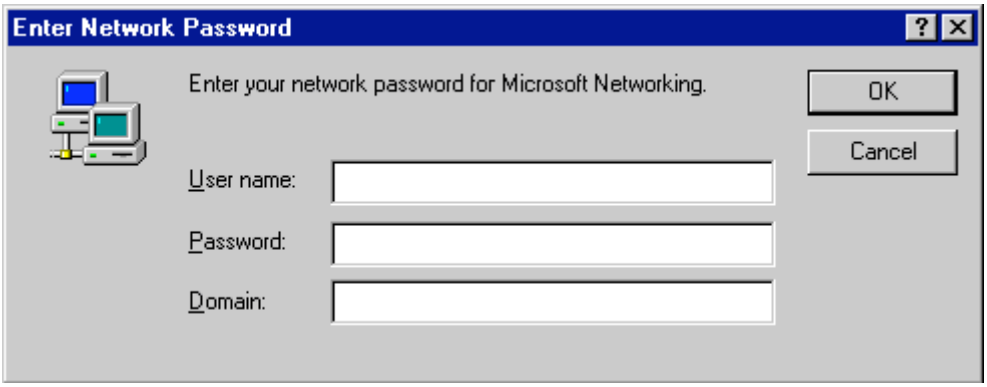


Figure 2b. Logon Information window for Domain based computers

User name = Administrator
Password = supply the local administrator password noted on the Worksheet above
Domain = the local domain noted on the Worksheet above

You are now ready to configure your modem.

Windows NT 4.0 -- Modem Configuration

3. Click on the Start button & select the Control Panel (Figure 3).

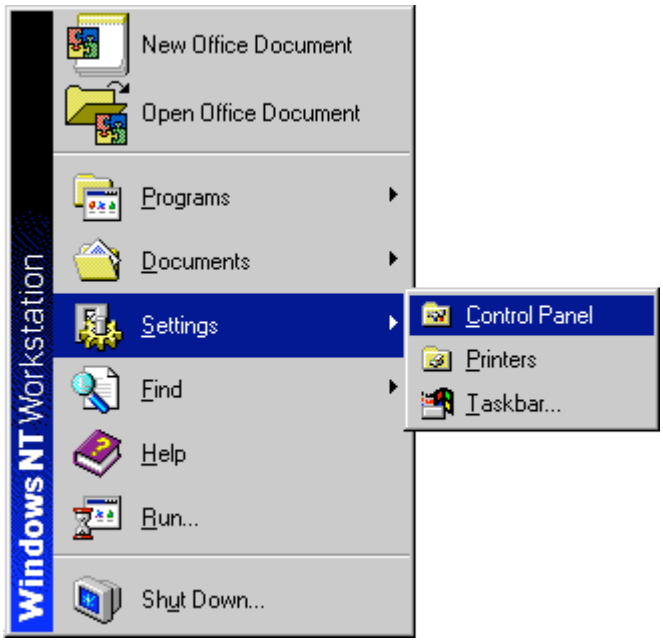


Figure 3. Selecting the Control Panel from the Start Menu.

4. From the Control Panel (Figure 4), double-click (open) the Modems control panel.

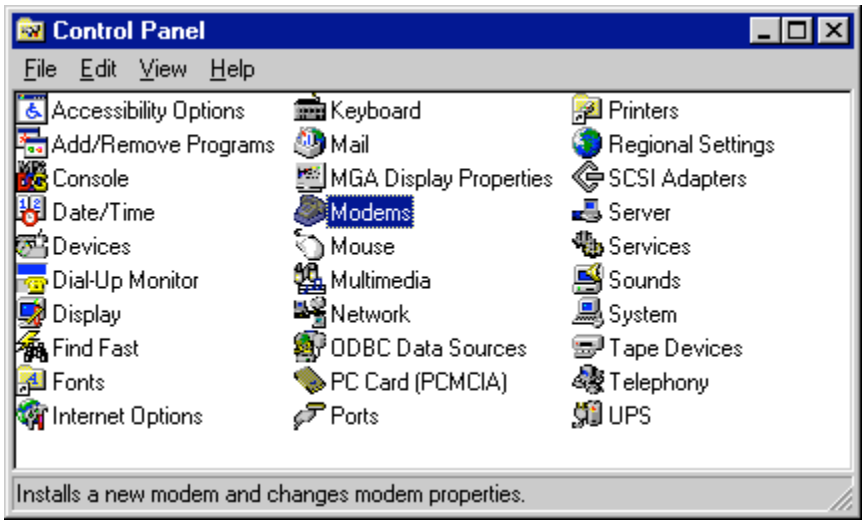


Figure 4. The Control Panel with the Modems control panel selected.

5. From the Modem Properties window (Figure 5), check to see if your modem is already set up. If your modem is listed, skip to step XX. If you do not see a modem or if you see a modem listed but it is not your modem, click on the Add… button & proceed to the next step.

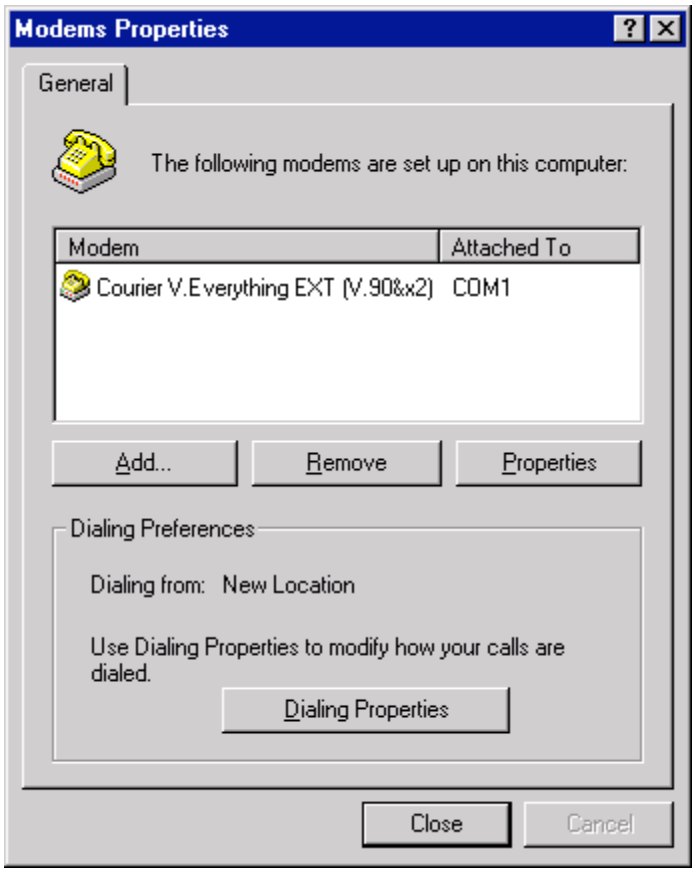


Figure 5. Modem Properties window.

6. From the Install New Modem window (Figure 6), click on the Next button.

   Unless you know which modem you have, do not click on the option labeled: "Don't detect my modem; I will select it from a list." If you do select this option, skip to Step #9 below.

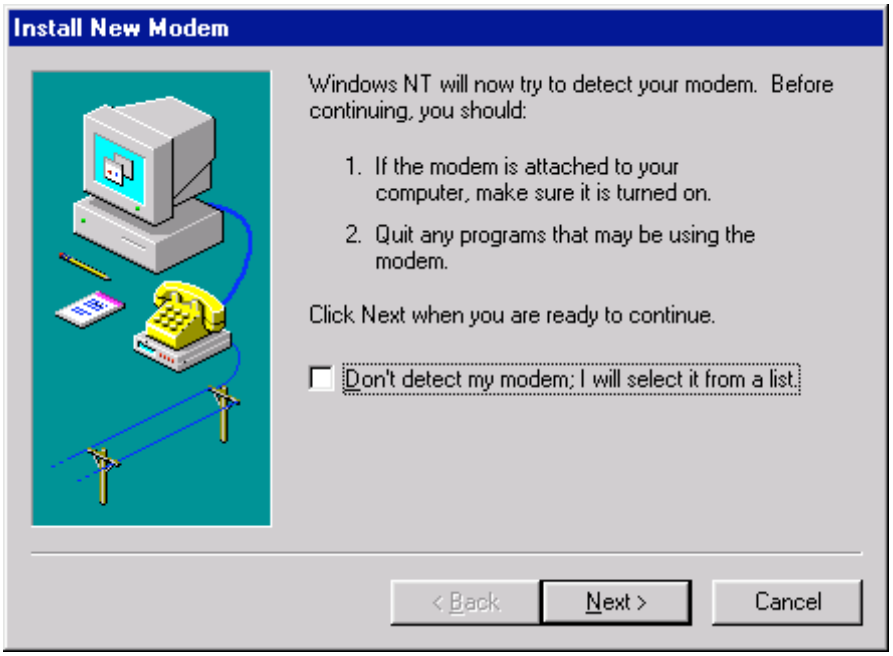


Figure 6. Install New Modem window.

7. Windows NT will try to detect your modem (Figure 7).

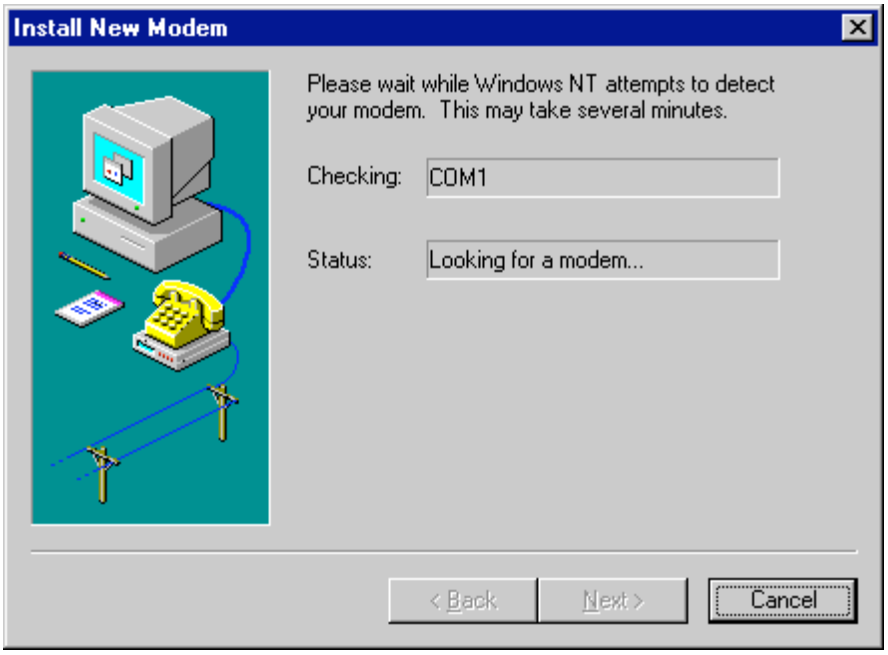


Figure 7. Checking for a modem status window.

8. If Windows finds your modem successfully, Windows will notify you (Figure 8a).

   If this is the correct modem, click on the Next button to continue with Step #11 below.

   If the modem detected is not correct click on the Change button & then skip to Step #9 below.

If no modem is detected (Figure 8b), you may not have a modem connected, the modem may be malfunctioning, the modem may not be connected properly (check the cable connections & manual) or the modem may not be a Plug-and-Play compatible modem. You can continue to load a modem driver by clicking on the Next button & continuing with Step #9 below.

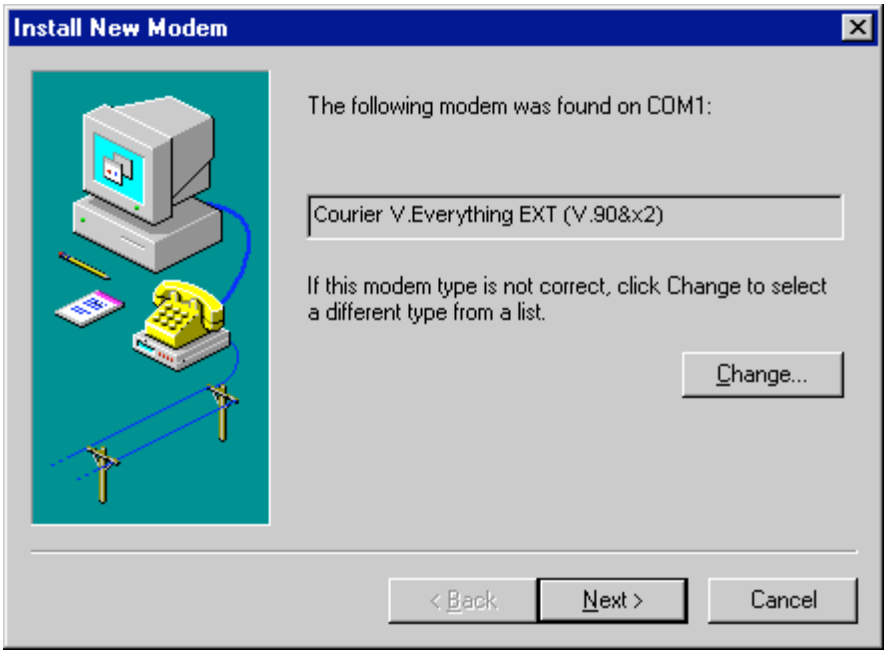


Figure 8a. Modem detected status window.

Figure 8b. Modem not detected status window.

9. From the Install New Modem Device List window (Figure 9a), select your modem from the list & click on the Next button & continue with Step #10 below.

   If you have a driver disk or CD and want or need to use the driver from that disk, click on the Have Disk button to see the Install From Disk prompt (Figure 9b) and insert the modem driver disk into your disk or CD-ROM drive & select the drive letter from the pull-down menu under: "Copy manufacturer's files from:" heading & click on the OK button & continue with Step #10 below.

   If you need to select a different directory on the disk, CD, another hard drive, network drive, etc., then click on the Browse button in Figure 9b to get a Locate File window (Figure 9c) and navigate to the correct directory & setup file (they will end in .INF) and click on the Open button & then click on the OK button in Figure 9b & continue with Step #10 below.

   If you see the prompt in Figure 9d below, that drive did not have a disk in it. Just click on the Cancel button to see Figure 9c.

   Some manufacturer's driver files have more than one driver available so you may get prompted to choose the exact modem driver from a list (Figure 9e). Just select the correct one & click on the Next button & continue with Step #10 below.

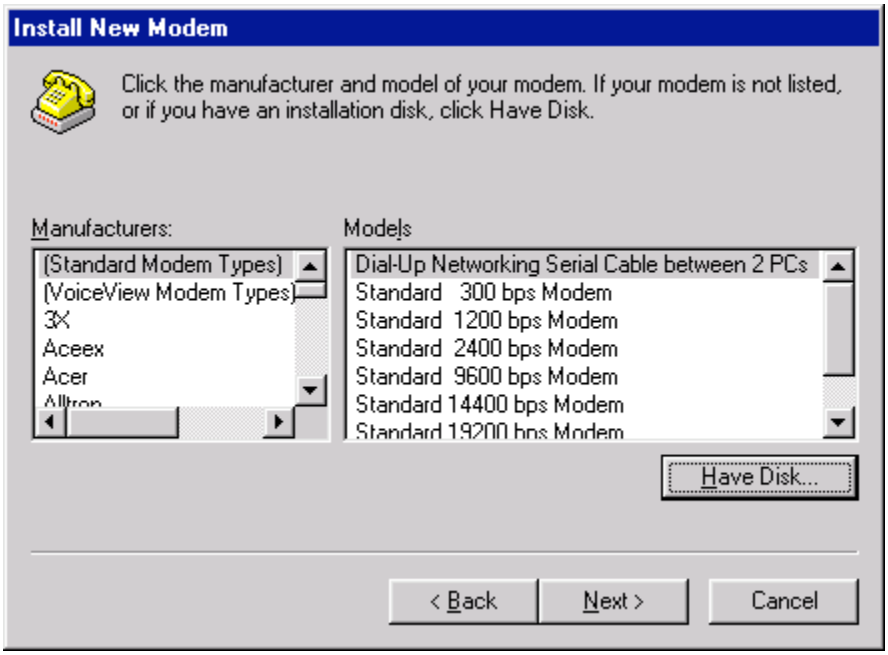


Figure 9a. Install New Modem Device List window.

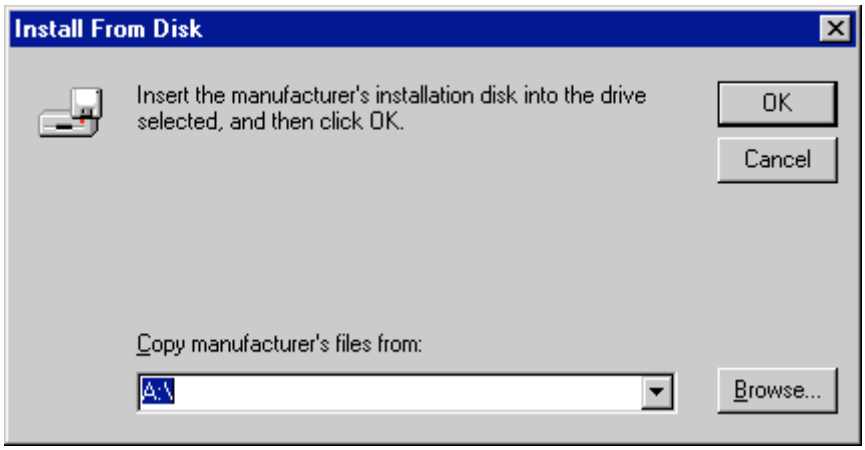


Figure 9b. Install From Disk window.

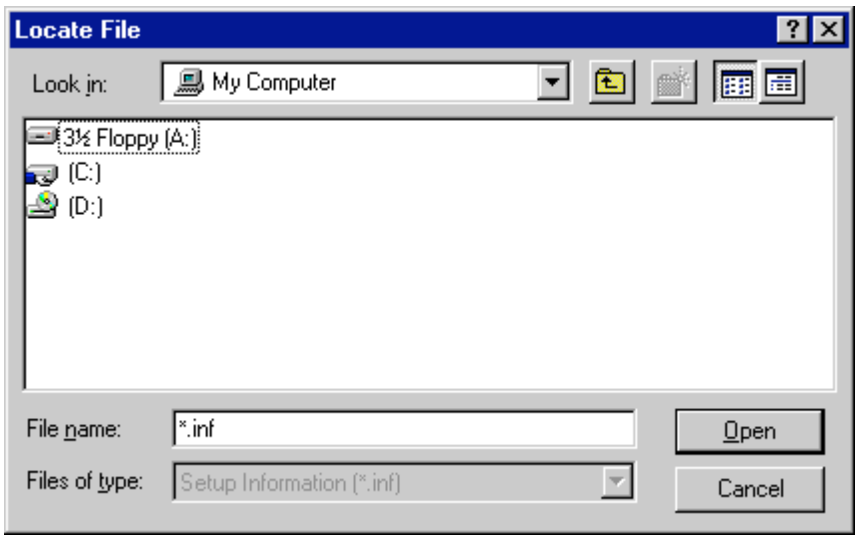


Figure 9c. Locate File window

Figure 9d. Drive Not Ready Warning.

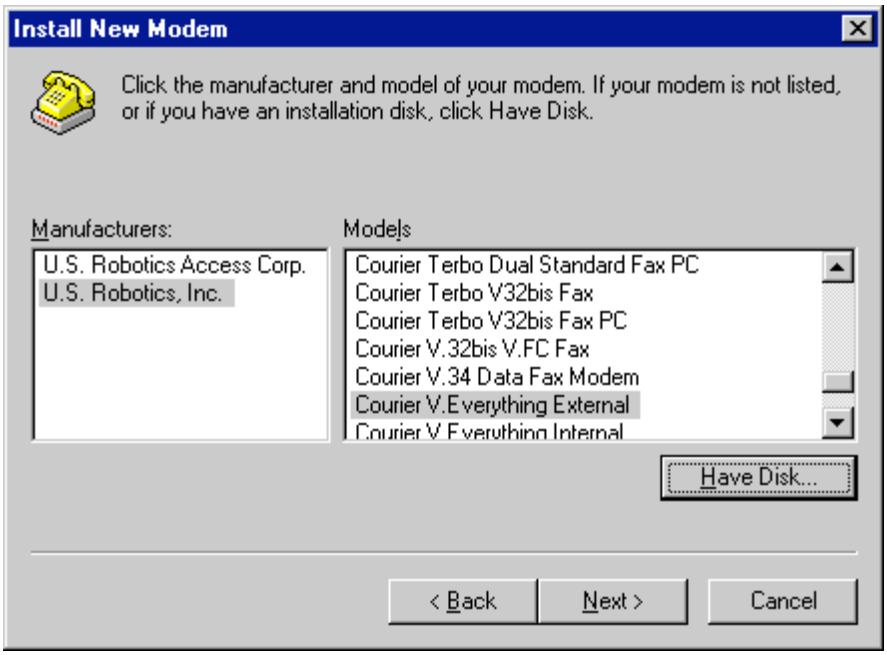


Figure 9e. Multiple Modem Drivers List.

10. From the Port Selection window (Figure 10), click on the radio button labeled "Selected ports" & the click on the appropriate COM port (usually COM1) and click on the Next button.

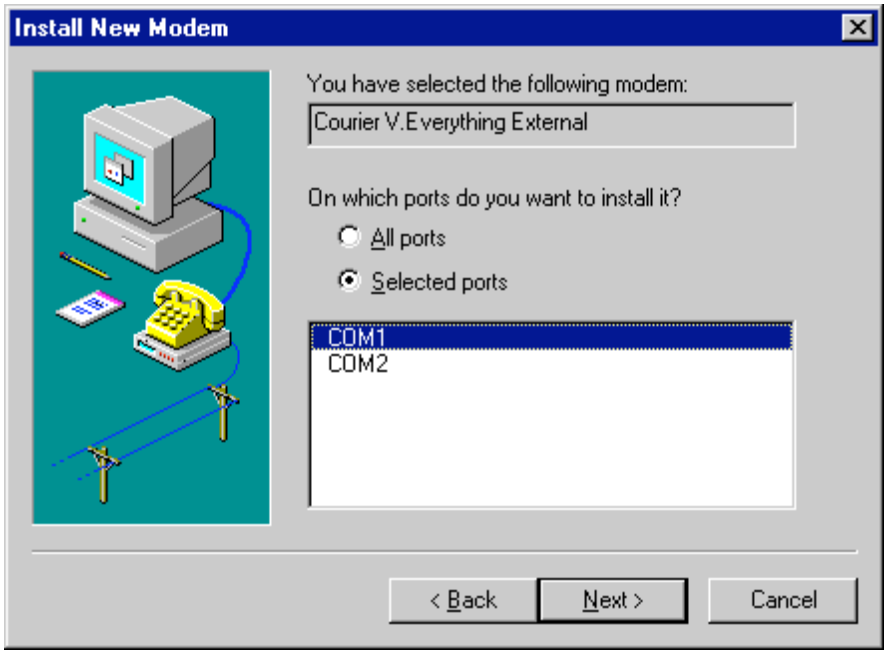


Figure 10. Port Selection window.

11. Congratulations! Your modem has now been successfully setup. Click on the Finish button (Figure 11) to exit the Setup Wizard.

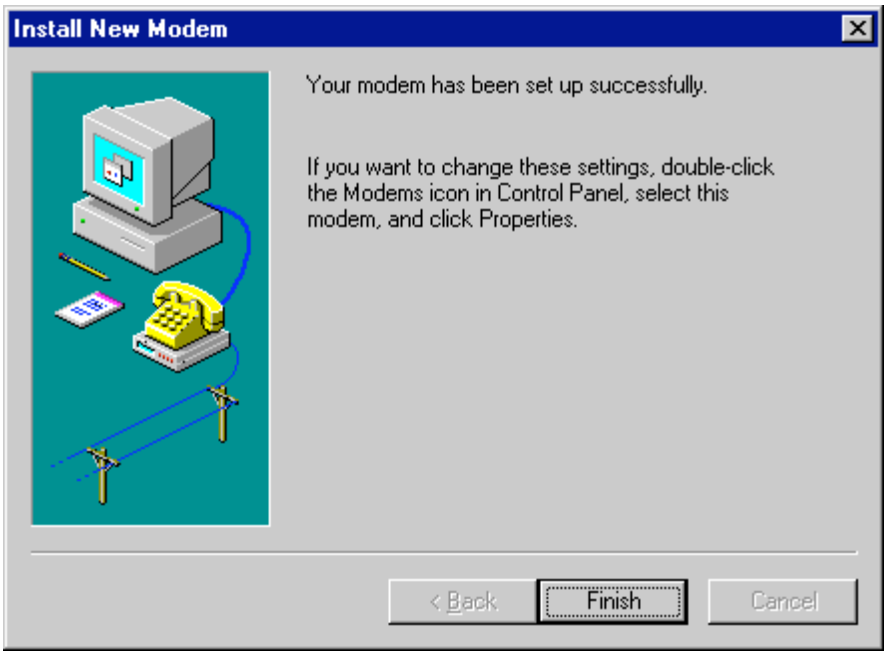


Figure 11. Modem successfully installed.

12. You will now be returned to the Modem Properties window in Figure 5 above. It is now time to configure the Dialing Properties. Click on the Dialing Properties button in Figure 5 above. From the Dialing Properties window (Figure 12), configure as shown (most will not need the other features in this window but if so, select the appropriate options) and then click on the Area Code Rules button.

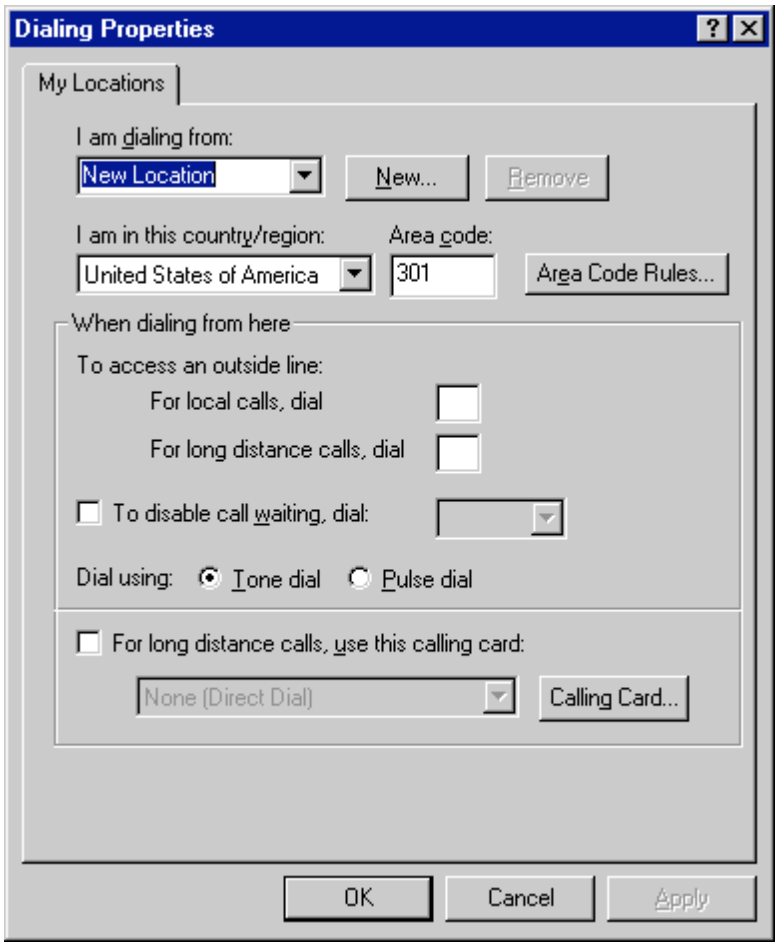


Figure 12. Dialing Properties window.

13. From the Area Code Rules window (Figure 13), configure as shown & click on the OK button to return to the Dialing Properties window (Figure 12 above).

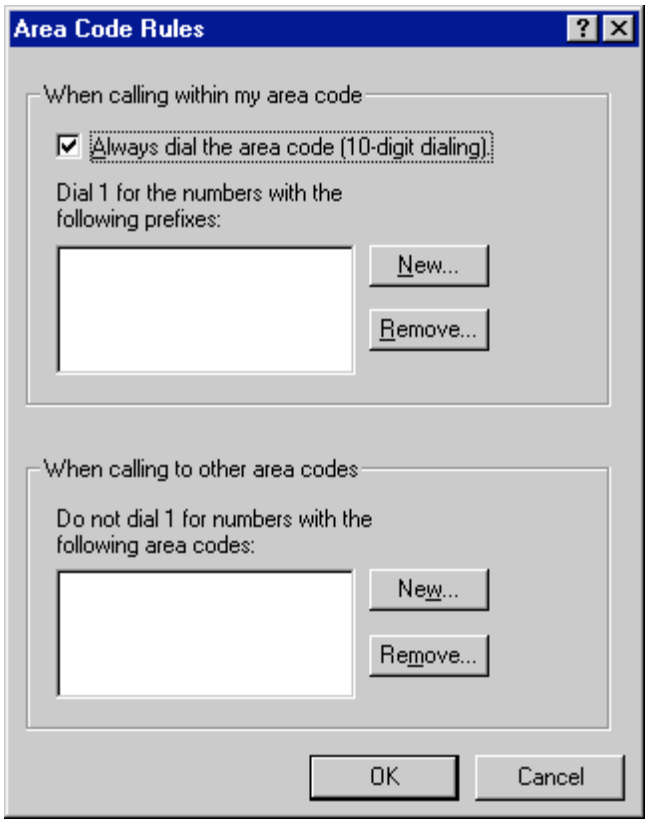


Figure 13. Area Code Rules window.

14. From the Dialing Properties window, click on the Apply button & then click on the OK button to return to the Modem Properties window in Figure 5 above. Click on the Close button.

    At this point, Windows may prompt you configure/reconfigure Dialup Networking because the modem has been changed (Figure 14). If so, click on the Yes button. If not, skip to Step #16 below.

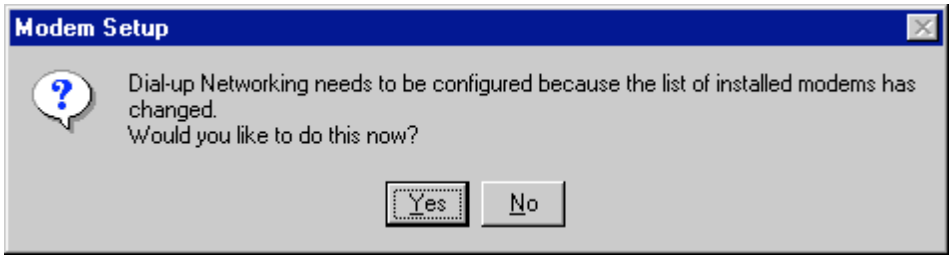


Figure 14. Prompt to Configure Dialup Networking.

15. Windows will now prompt you confirm the changes to Dialup Networking in the Remote Access Setup window (Figure 15). Click on the Continue button to finish setting up the Modem.

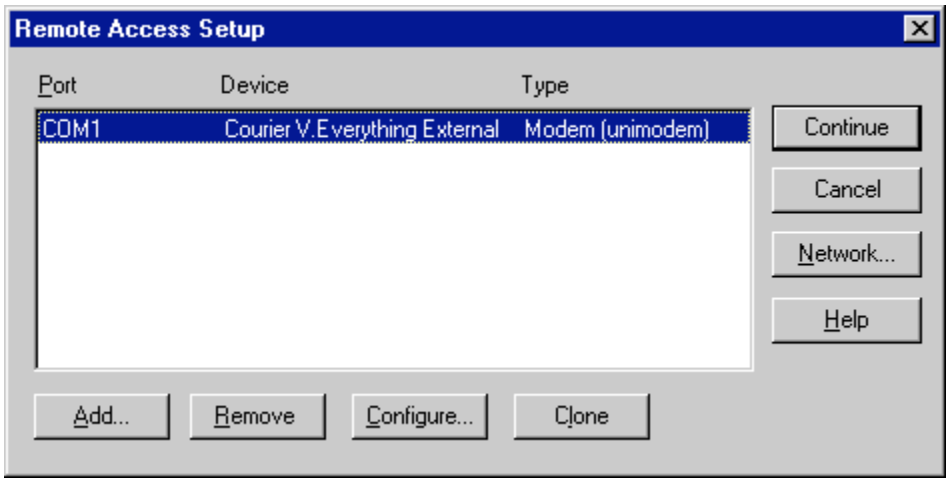


Figure 15. Remote Access Setup window.

At this point, you should restart the computer to use the new modem configuration since changes were made to Remote Access Setup. After restarting, if you have ever installed any Service Packs from Microsoft, you should reinstall them now as Windows may have overwritten new files with older versions. Reinstalling the latest Service Pack will install the latest files. Visit Microsoft's NT site (**Microsoft**) to get the latest Service Pack & instructions for installing it.

Creating and Configuring the Parachute Connectoid

16. You are now ready to configure the Parachute phonebook entry. From the Desktop, find the My Computer icon (Figure 16a) and open it. From the My Computer window, find the Dial-Up Networking icon (shown selected in Figure 16b) & open it.

Figure 16a. The My Computer icon.

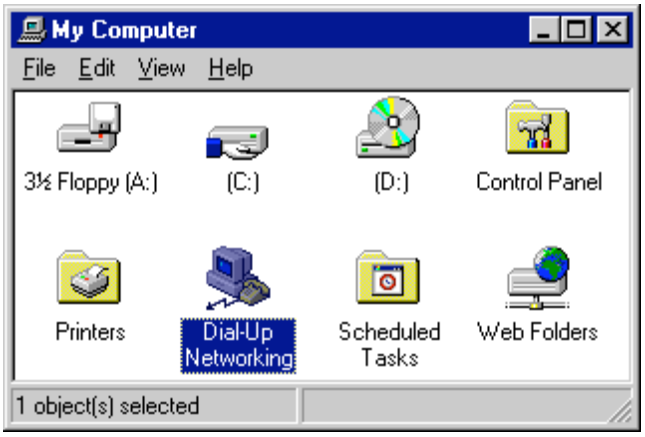


Figure 16b. Dial-Up Networking selected in the My Computer window.

17. Depending on your User Preferences, you will create new Phonebook entries manually or by using the New Phonebook Entry Wizard. Both will be shown in the steps below.

    We will start with the Wizard configuration. Manual configuration will be described starting with Step #19 below.

    You may get a warning prompt like Figure 17 below. If so, click on the OK button.

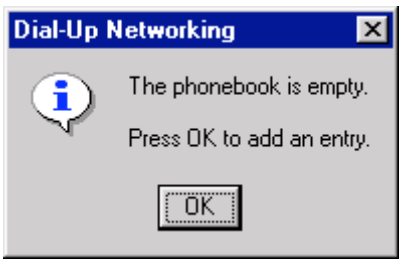


Figure 17. Empty Phonebook warning prompt.

18. From the New Phonebook Entry Wizard window (Figure 18), place a check in the box labeled: "I know all about phonebook entries and would rather edit the properties directly" & click on the Finish button.

Figure 18. New Phonebook Entry Wizard window.

19. From the Edit Phonebook Entry's Basic tab (Figure 19), configure as shown & click on the Server tab.

NOTE: If you need to create a connection to the Parachute 800 number, change the Entry name to: "Parachute 800" & the Phone number field to: 800-827-0124.

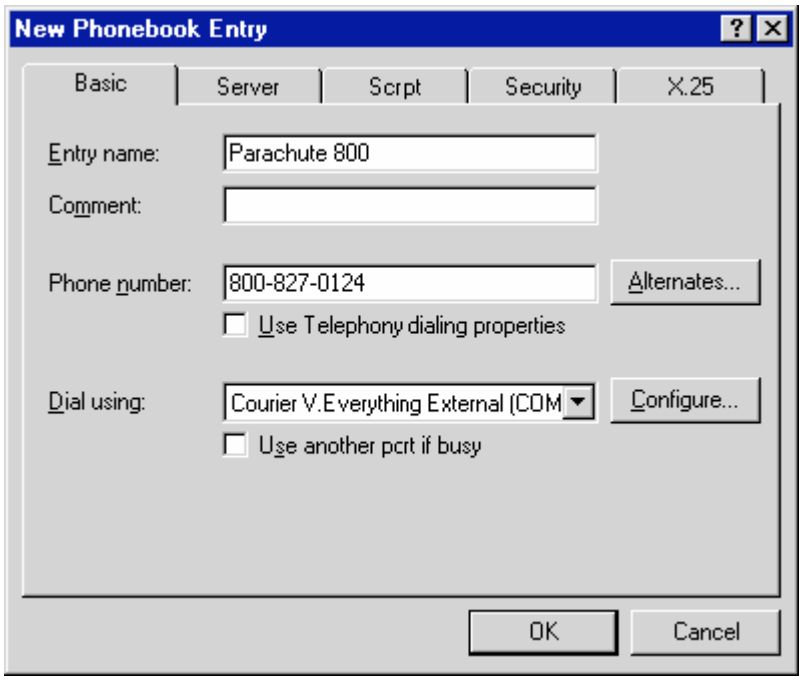


Figure 19. New Phonebook Entry's Basic tab.

20. From the Server tab (Figure 20), configure as shown & click on the TCP/IP Settings button.

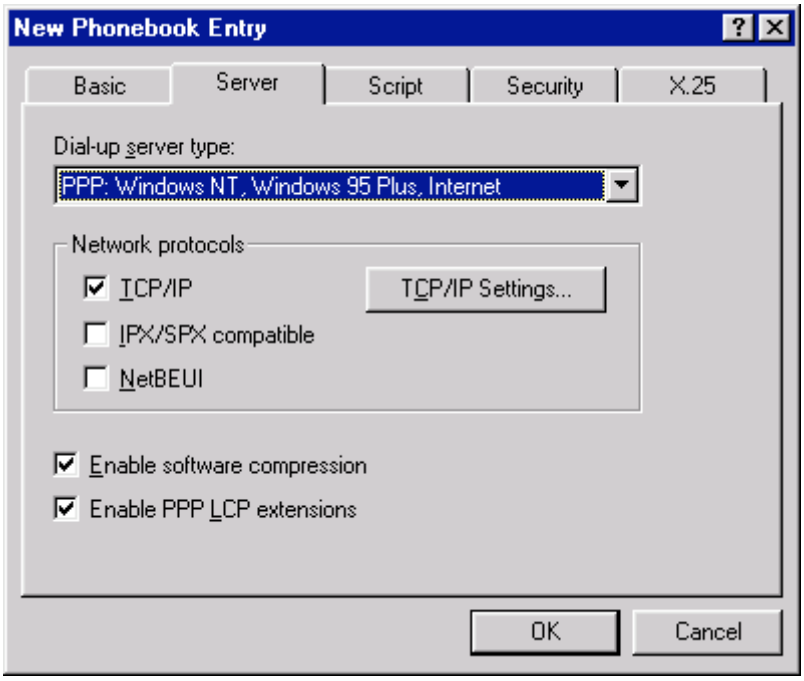


Figure 20. New Phonebook Entry's Server tab

21. From the TCP/IP Settings window (Figure 21), configure as shown.

    Listed below are the WINS server addresses for NIH. These will be used by most NIEHS parachute users. Click on the OK button to return to the Server tab.

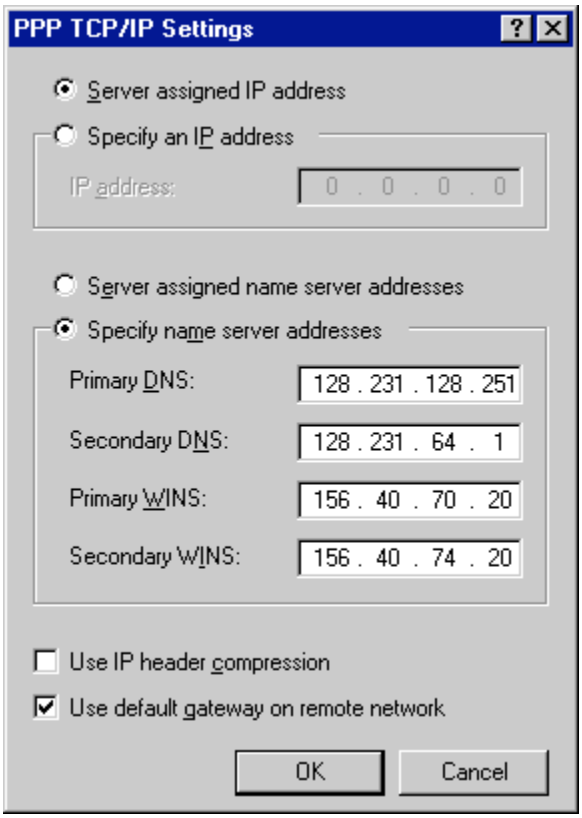


Figure 21. PPP TCP/IP Settings window.

NIH DNS & WINS Servers	
Primary DNS	128.231.128.251
Secondary DNS	128.231.64.1
NIH Central Primary WINS	156.40.70.20
NIH Central Secondary WINS	156.40.74.20

Table 1. DNS & WINS Server Addresses.

22. Click on the Script tab (Figure 22) & under the heading labeled “After dialing (login)” click on the radio button labeled “None”.

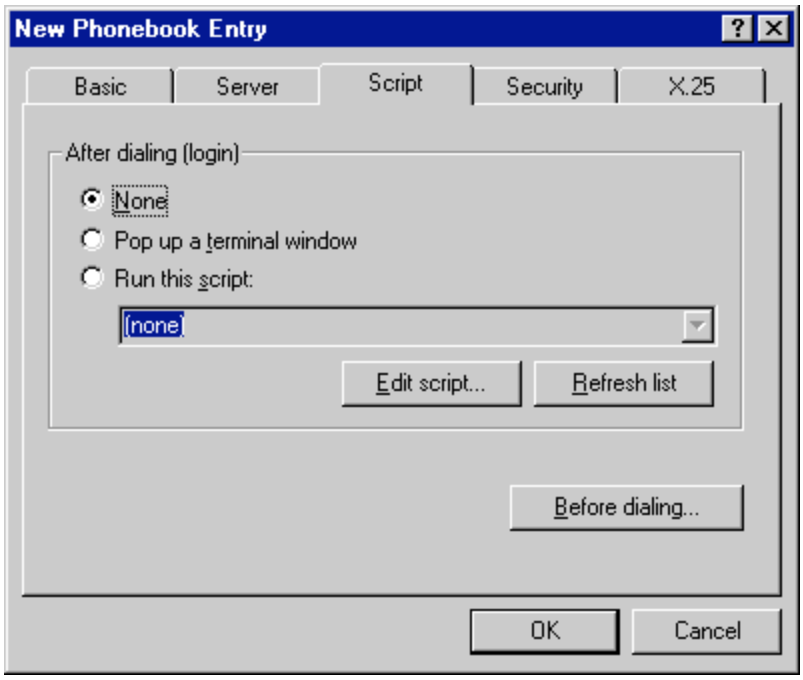


Figure 22. New Phonebook Entry's Script tab.

23. Click on the Security tab (Figure 23) & under the heading labeled "Authentication and encryption policy" click on the radio button labeled "Accept any authentication including clear text".

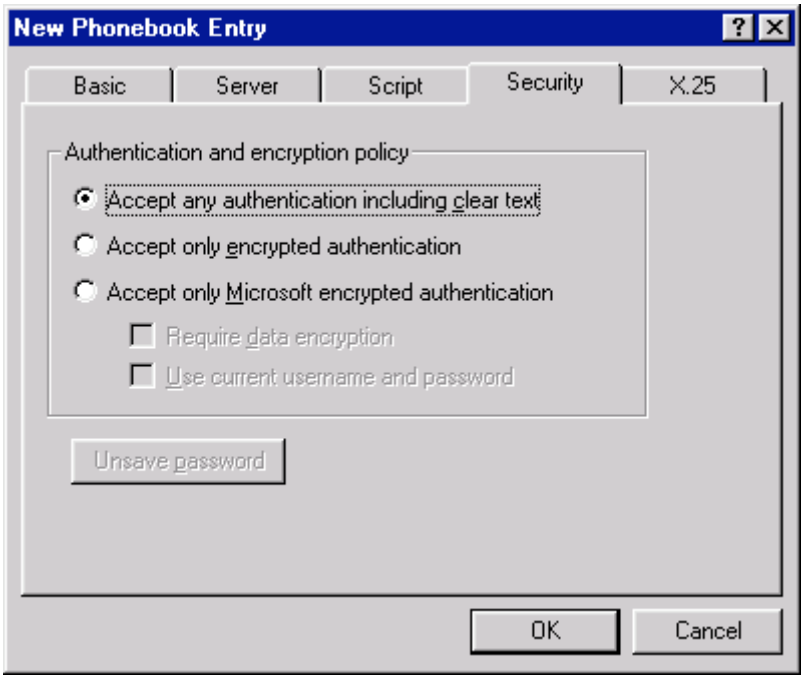


Figure 23. New Phonebook Entry's Security tab.

24. Click on the OK button to return to the Phonebook (Figure 24). For now, click on the Close button. We are now ready to dial into Parachute.

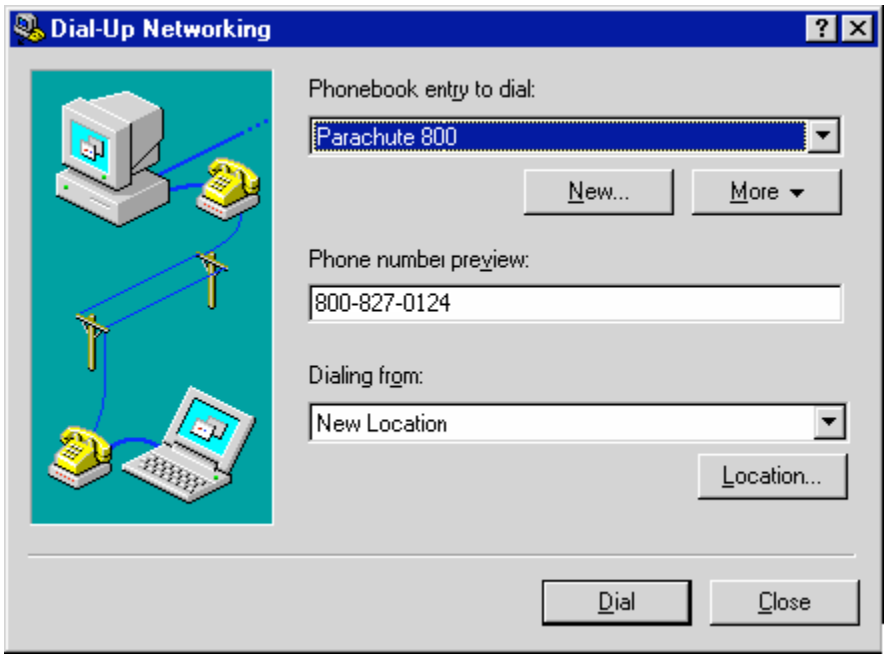


Figure 24. Dial-Up Networking Phonebook.

25. From the desktop, locate the My Computer icon (Figure 16a above) & open it. Then locate the Dial-Up Networking icon (Figure 16b above) & open it. From the Dial-Up Networking Phonebook (Figure 24 above), select the Parachute 301 entry from the heading labeled: "Phonebook entry to dial:"

NOTE: To create a shortcut to this entry on your desktop, click on the More button & select the "Create shortcut to entry" command from the popup menu & then from the Create Dial-Up Shortcut window, navigate to the desktop & click on the OK button. The icon will look like:

Click on the Dial button to see the Connect window (Figure 25). From the Connect window, type in your Parachute username & password (from the Worksheet) & click on the OK button.

WARNING: Leave the Domain field blank.

Figure 25. Parachute Connect window.

26. Your modem will dial the Parachute access number (Figure 26a).

Figure 26a. Connecting to Parachute Status window.

Then it will verify your username & password (Figure 26b).

Figure 26b. Verifying Username & Password Status window.

Then it will register your computer on the network (Figure 26c).

Figure 26c. Registering Computer Status window.

If you get this far, you have successfully logged into Parachute. At this point, you can be assured that the Parachute username & password you typed in are correct.

27. You should now see the Connection Complete window (Figure 27) below. Click on the OK button to close it.

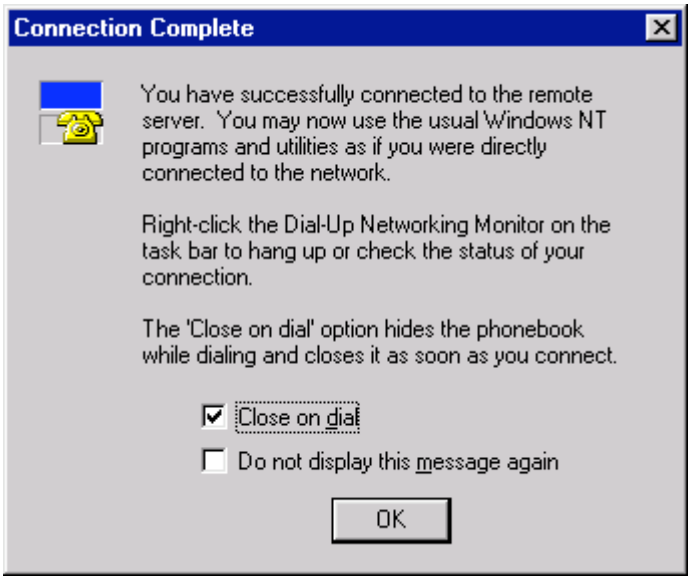


Figure 27. Connection Complete Status window.

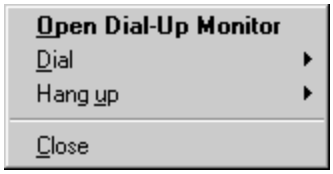
Congratulations!! You have successfully connected to Parachute.

At this point, you have a connection to the Internet & can now use your applications that need an Internet connection such as your email & web browser.

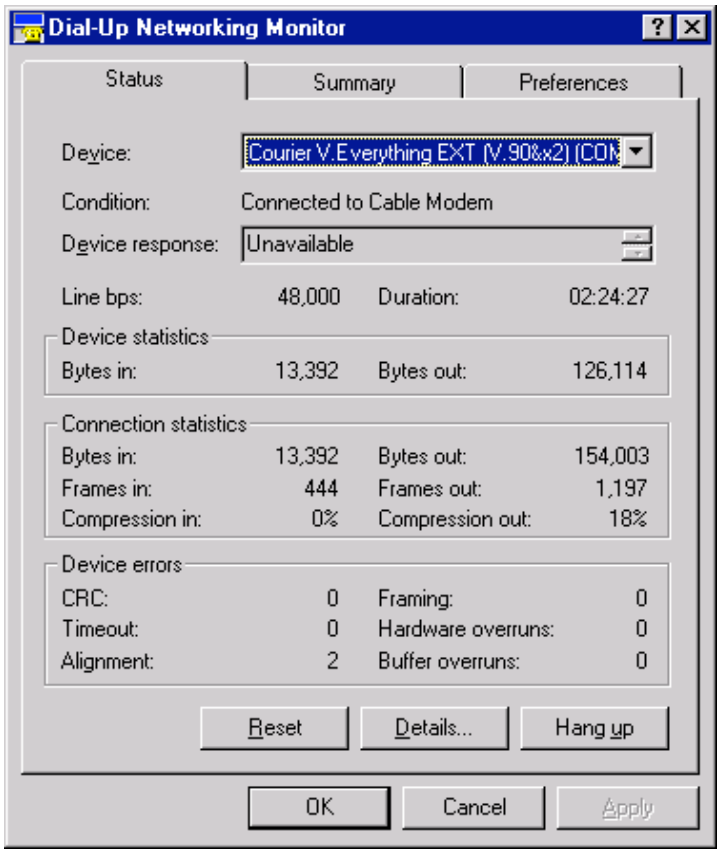
You will also see in your System Tray (lower right corner of your screen) a "Dial Up Networking Monitor" (Figure 28).

Figure 28. Dial-Up Networking Monitor in the System Tray.

To use it, right-click on its icon & select the Open Dial-Up Monitor command from the popup menu.



You can check on the status of your Parachute connection, get a Summary of the connection, set Preferences and hang up the Parachute connection.



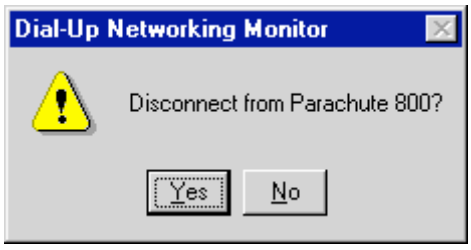
You are now ready to verify your Parachute connection to make sure you have proper Internet connectivity.

Perhaps the easiest way to test your Internet connectivity is to open your web browser (Netscape, Internet Explorer, etc.). If its "home page" or default page opens/displays correctly then your connection to the Internet is working perfectly. Try going to the main NIH web site just to test another web site (http://www.nih.gov/)

Disconnecting from Parachute

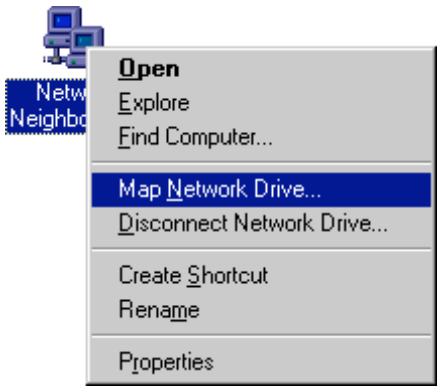
The easiest way to do this is to use the Dial-Up Networking Monitor described above. Right-click on its icon in the System Tray (lower-right corner of your screen) & from the popup menu, select the Parachute 301 command from the Hang Up submenu.

You will then be prompted to make sure you really want to disconnect from Parachute then click on the Yes button.

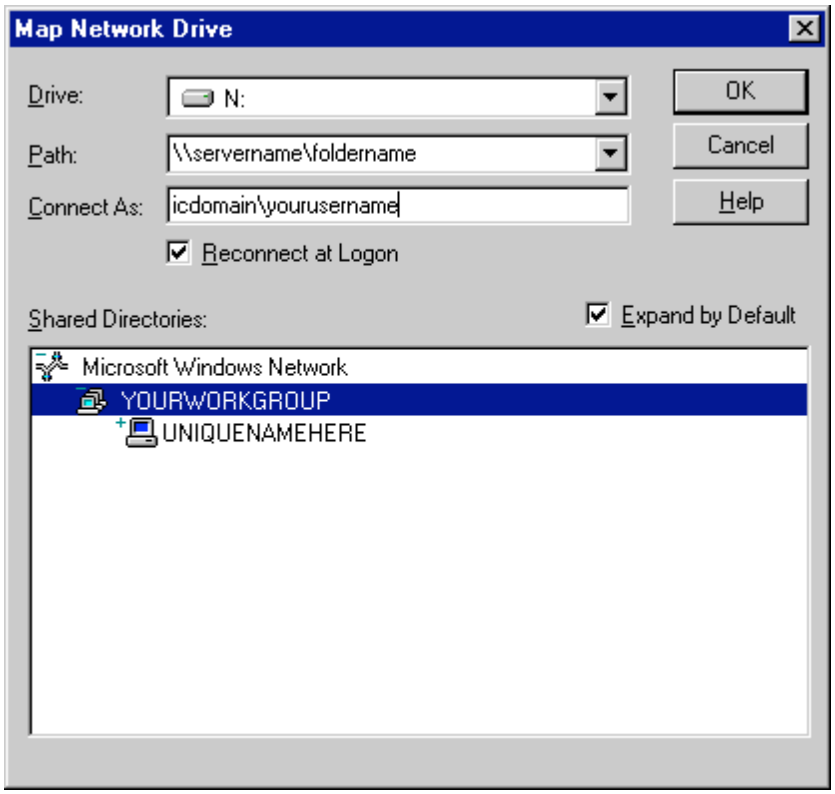


Connecting or Mapping Your Network Drives

1. After successfully logging into Parachute, locate the Network Neighborhood icon on the desktop, right-click on it & select the Map Network Drive command from the popup menu.

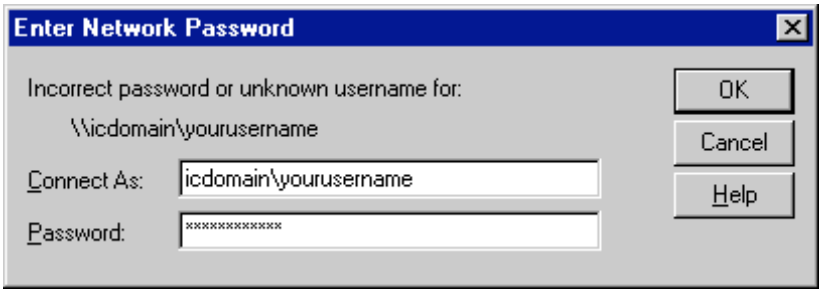


2. From the Map Network Drive window



Using your Worksheet from above, select your drive letters from the Drive menu, type in the server\folder path in the Path field (i.e. \\myservername\sharedfoldername). In the Connect As field, type in your IC's domain name & your username (i.e. NIH\jdoe1). To keep from having to do this every time you dial-in to Parachute, check mark the option labeled "Reconnect at Logon". Click on the OK button.

If you see a logon validation window



just enter your IC domain & username as shown above (i.e. NIH\jdoe1) in the Connect As field & your network password in the Password field & click on the OK button.

You may see a window pop up listing the contents of this shared network folder.

Repeat this process until all of your drives are mapped.

You can now access these drives as you normally would from your office computer.

The only thing you cannot do is "browse" the Network Neighborhood. This is not a serious handicap because if you know the server's name & the name of the folder you want to access, you can simply map a drive to it.